

# Changes in Practices and Procedures Guide, Case Services Policy, And Operations Manual

## Key Updates for September 2004

Following is a brief description of changes that have been made in the CA Manuals that impact the activities of field staff. A description of all of the manual changes is with the revised manuals on the Internet under Revision Tables.

- ◆ Manual Maintenance and Policy Issuance: Sections 1200-1230 in the Practices and Procedures (P & P) Guide defines the process of doing a manual revision or developing a policy. The process is divided into four phases consisting of Phase I Problem Identification by CA Management, field and HQ staff and other stakeholders; Phase II Concept Development and Approval; Phase III Drafting and approval of final document; and Phase IV Implementation. The phases are described in narrative and can be seen in the flow chart. There are two new forms that are part of the process which are: *DSHS form 16-177 "Request to Change Practices and Procedures: and form 05-243"Workload Impact Assessment*.

There is the possibility that the process may be changed to respond to the numbers of policy that will be developed as the result of Kids Come First Phase II. If this is necessary we will modify the process and work with the appropriate stakeholders.

- ◆ Family Reconciliation Services (FRS): Chapter 3000 PPG was revised to reflect the reduction in services resulting from budgetary constraints. The chapter replaces the program and practice changes described in CA Policy 02-08. It describes the services available in Phase I and II, describes eligibility for services, and provides the priorities for services. Section titles and numbers have also been changed.
- ◆ Social Worker Role and Out-Of-Home Provider Role: P & P sections 43201 & 43023 adds policy to describe foster children's right to have uncensored mail and private phone calls provide it is not prohibited by court order or the service plan. The policy resulted from a memorandum from the Acting assistant Secretary in May 2003. It is projected that HQ staff will have the primary responsibility for communicating the incorporation of this policy into the manuals. HQ staff and one field representative are working on a Web Page to display "*Foster Youth's Right to Privacy*" that includes the rights and responsibilities of the youth. This page will be available in the near future.
- ◆ Health and Safety of Children: P & P section 4421 (A & D) clarifies the conditions under which a child should be interviewed to help ensure the safety of the child. A child should be interviewed in a place that feels safe and comfortable to them and that is out of earshot and eyesight of the caretaker whether it is the biological, foster parent or group home staff.
- ◆ Case Services Policy Manual: The language of some of the Laws of 2004 have been incorporated into the following section: 1500-Indian Child Welfare; 2120-Immunity from Liability; 4120-Confidentiality, 8130-First Aid/CPR and HIV/AIDS (Blood Borne Pathogens), & Appendix A Definitions that describe BBP.
- ◆ DLR Shared Decision Making, Office of Foster Care Licensing: To be placed as Appendix C in the Case Service Policy Manual. It is a chart giving Information sharing, authorized decision makers, and other information.

- ◆ Staff Safety, Operations Manual section 8600 defines responsibilities of preventing accidents and reducing the impact of on-the-job injuries. It makes a combined effort to reduce the frequency and severity of accidents.
- ◆ Composition of Client Records, Operations Manual (Ops) Section 13400 and Family Assessment Information & Social service Make-up, Section 13410. The family assessment binder information has been placed under section 13405 and the audio recording information has been added to section 13410 as #1.
- ◆ Request for Destruction, Ops section 139053-139054 has been rescinded. There is no legal authority to expunge records before the 6 yr. limit. Memo distributed 4/23, 2004 rescinding the sections.
- ◆ Administrative Files, Ops 15204 and Service Episode Records, Ops 15225 were updated and scheduled to be put in the manual with the 1/30/04 revisions. Due to an oversight they were left out and will be incorporated at this time.

The other sections that have been revised are technical or minor changes that have been incorporated into the manuals. Some changes have been made to comply with federal funding requirements or legislative action and others to update the sections.